



## **Kansas Department for Aging and Disability Services Problem Reports**

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# Problem Reports Overview

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## Overview

The **Problem Reports** application is used to report any problems encountered while using any of KDADS' web applications. It is also used to request data changes, system changes, and to request reports related to the KAMIS web application. After the problem report is submitted, the KDADS Help Desk will review the report, and if the information provided is enough to resolve the issue or troubleshoot a problem, it will be assigned to an IT specialist responsible for the issue reported.

If the information provided is incomplete or does not identify the problem sufficiently, the problem report will be closed, with an explanation as to what needs to be included or clarified, and a recommendation to resubmit the problem report.

The Problem Reports application is not meant to be used as a request to call or email the user about an issue. Information needed to resolve the issue being reported must be included in the problem report. Supporting documentation can be attached to the problem report.

After the problem report is assigned to an IT specialist, it will go into their workload. When the problem report has been resolved, it will be marked 'Completed' and an email will be sent to the submitting user notifying them that the problem report has been completed. In order to protect any PHI-related information that may be in the problem report, the only information included in the email notification is the problem report number and instructions on how to access the completed problem report to read the resolution.

The 'Your Problem Reports' tab contains all problem reports you have submitted and is where you will go to review their status and the resolution of completed ones.

Do not assume just because you got an email notification of a completed problem report, that what you requested was done. Sometimes a request cannot be completed, and the resolution may be that the issue/problem could not be completed as requested, with an explanation as to why, and instructions on what to do next.

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# Submitting a Problem Report

## How to

Follow the steps in the table below to submit a Problem Report.

Step	Action	Result
1.	Login to KDADS Web Applications	KDADS Web Applications Home Page displays.
	<p>There are two ways to access Problem Reports, depending on your security access settings. All Web Applications users have access to the Problem Reports button on the Home Page. Users with KAMIS access have an additional link within KAMIS.</p> <ul style="list-style-type: none"> <li>From the Web Applications Home Page, click on the <b>Problem Reports</b> button:</li> </ul> <div data-bbox="849 483 964 638" data-label="Image"> </div> <p>By default, the application opens in a new tab. If you want it to open in a separate window, right-click on the button and choose 'Open link in new window.'</p> <ul style="list-style-type: none"> <li>If you are a KAMIS user and are in the application, you can open Problem Reports from the link provided at the top of any KAMIS page:</li> </ul> <div data-bbox="344 819 1482 1035" data-label="Form"> </div> <p>By default, the application opens in a new window. If you want it to open in a tab, right-click on the button and choose 'Open link in new tab.'</p>	
2.	Click on the <b>Problem Report</b> button or link.	The <b>Problem Report</b> window/tab opens

TRAINING04 [CME] [ ]

Post a Problem Report

Problem Report Entry (Problem Report, Information Request, System Change, ...)

\* Date of Report (mm/dd/yyyy)

02/06/2015

\* Person Reporting

TRAINING FOUR

Email

TRAINING.04@KDADS.KS.GOV

Phone

785.296.4987

\* Summary

0 of 300

\* Detailed Description

0 of 3000

For KAMIS enter the following:

KAMIS ID:

Customer Name:

Form Type:

Form Date:

AAA/CME:

(Click to place into Detailed Description.)

Notify when completed by:

☒ Email\*

☐ Phone call

☐ Fax

☐ In Person

☐ Do not notify

(\*If Email, be sure your email address is correct!)

Submit Problem Report

Continued on next page

## Submitting a Problem Report, continued

How to

*continued*

Step	Action	Result
3.	Complete the form.	<b>Note:</b> Fields marked with a red asterisk (*) are required, although it is recommended that all fields be completed
Field	Purpose	
<b>Date of Report (mm/dd/yyyy)</b>	Date the problem report is submitted. This field is auto-populated with the current date. There is no need to change it.	
<b>Person Reporting</b>	The person that is submitting the problem report. This field is auto-populated with the name of the logged in user. If you want to submit the problem report for another person, you can change the name.	
<b>Email</b>	Although not required, it is highly recommended you provide an email address if it does not auto-populate with a valid email for the person reporting. If the email field is blank or does not have a valid address, auto-generated emails notifying the user of the problem report status are not sent.	
<b>Phone</b>	Not a required field, but if not auto-populated we recommend you supply a phone number in case we need to contact you regarding the submitted issue.	
<b>Summary</b>	This is like the subject line of an email – enter a <i>short</i> summary of the issue being submitted. You can enter a maximum of 120 characters – approximately 1 ½ lines of text. <b>Please Note:</b> Do not paste the customer header information (from KAMIS) into the Summary; it will not fit. It is difficult to read the unformatted text and does not provide an accurate summary of an issue. Feel free to paste it into the Detailed Description if you wish.	
<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>For KAMIS enter the following:</p> <p>KAMIS ID: Customer Name: Form Type: Form Date: AAA/CME:</p> <p>(Click to place into Detailed Description.)</p> </div>		<p>This region to the right of the Detailed Description field is for use by KAMIS users. Many KAMIS-related issues involve a customer record that needs to be identified to aid in troubleshooting. This link inserts the text labels into the Detailed Description and then you can type the necessary information after each label.</p> <p><b>Warning:</b> If you use this link, <i>always</i> click on it before typing anything else in the Detailed Description. It automatically replaces anything already entered there.</p>
<b>Detailed Description</b>	<p>Provide a detailed description (maximum of 3,000 characters) of the issue or request you are submitting. If the issue in any way involves accessing a customer record, please provide a customer name/person ID to assist with troubleshooting.</p> <p><b>Important:</b> If we do not have a person to look up, the troubleshooting process can be very difficult, if not impossible, and the problem report may be closed with a recommendation to resubmit the request with more complete information.</p>	

*Continued on next page*

## Submitting a Problem Report, continued

How to *continued*

Field	Purpose
<b>Notify when completed by:</b>	By default, notifications of a completed problem report are sent via email. If you do not have an email address, you can choose another option.
<b>Submit Problem Report</b>	Once the form has been filled out, click this button to submit the problem report.

**Email Confirmation** When a submitted Problem Report has been received by the KDADS Computer Help Desk and assigned to an IT specialist, an automatically generated email is sent to the submitting user:

From: HELPDESK  
To: Sandy Turner  
Cc:  
Subject: KDADS-ASSIGNED Problem Report - (#1996) - PLEASE READ!!!


Sent: Wed 2/25/2015 3:34

**\*\* DO NOT REPLY TO THIS EMAIL \*\***


This is an automated e-mail generated by the KDADS Help Desk

Your Problem Report has been received by Help Desk and assigned to one of our IT Specialists.

To view your Problem Report please do the following.....

1) Go to [www.aging.ks.gov](http://www.aging.ks.gov) and click on the Web applications link. 

2) Log into KDADS Web applications

3) Click on the Problem Report icon. 

4) Click on the Tab named "**Your Problem Reports**"

Note: Click the Status radio button to view report or select the "**view All**" radio button to view all Problem Reports

5) Click on "**VIEW**" on the Problem Report referenced above

6) In the upper right area of the screen you will see Resolution. This will give you the detailed information as to what the resolution was for your Problem report, date resolved and who resolved it.

**\*\*\*\*IMPORTANT- just because your Problem Report is closed it does not mean that what your requested was done. You MUST read the Problem Report resolution to find out how it was resolved.**

Report#: 1996 Area: **KAMIS II** Category: Environment: **Production** Issue Type: **DataChange** Status: **Assigned** Priority: **Medium**

Person Reporting Problem: Sandy Turner

Summary:  
test in dev 02/25/2015

# Reviewing a Submitted Problem Report

## Introduction

Once you have submitted a problem report, the print view of it displays. The print view allows you to see the request number that is assigned to your problem report. If you want to print the problem report, use the print icon in the header area.

Keep track of the Problem Report request number so when you receive the email notifying you that a problem report has been received/assigned or has been completed, you will know to which one it is referring. The notification email will only contain the request number and instructions for how to read the resolution, so you will not be able to tell what issue is being referenced just from the email.

The possible Problem Report statuses are explained in the Status Definitions on the right side of the page.

## Problem Report Print View

The screenshot shows the 'Print View' of a problem report. At the top, a green header bar contains the Kansas Department for Aging and Disability Services logo, the text 'DEVELOPMENT Version: 3.0.1.0 2015/02/25@10:37:30', and a welcome message for 'TRAINING FOUR [12]'. A red arrow points to a printer icon in the header with the annotation 'Print the problem report'. Below the header, a red box highlights the 'Post a Problem Report' button. The main content area shows the problem report details: 'Your Problem Report has been posted to the KDOA Help Desk (785-296-4987)'. The status is 'Posted' (selected). The date of report is 08/05/2014. The person reporting is TRAINING FOUR, with request number 1997 (highlighted by a red box and annotation 'Request # assigned to this problem report'). The email is KAMISII@KDADS.KS.GOV and the phone is 785.296.4987. The detailed description mentions 'Trying to do 225 billing and the funding/service info is not showing up:'. The bottom section is titled 'Attach Files' and contains instructions for uploading and deleting files. On the right side, a 'Status Definitions' box lists the meanings of the report statuses: Posted, Assigned, Analysis (Being Reviewed), Pending, Completed, and Archived, each with a brief description and a number representing the total count at each status.

**Print the problem report**

**Request # assigned to this problem report**

**1997**

**Status Definitions**

Definitions of Problem Report Status:

- Posted** = Request was posted by user or added to system by Help Desk (based on phone call, email, in-person meeting or other communications channel).
- Assigned** = Help Desk has reviewed the request and assigned the problem to a specific support area (or staff) for review and resolution. Activity on this issue by the group/person assigned can vary based on other concurrent priority task assignments and resource availability.
- Analysis (Being Reviewed)** = Issue is being reviewed, analyzed, and a solution is being developed. Activity on this issue by the group/person assigned can vary based on other concurrent priority task assignments and resource availability.
- Pending** = Issue has been initially reviewed and a determination was made, based on information at hand, to postpone working on this issue until other information is made available and/or when resources become available and/or this issue becomes a priority project.
- Completed** = The issue has been resolved and the user notified of the resolution. An email is sent to the email address noted with the issue to alert them of this event (from within the Problem Report application).
- Archived** = Based on information known to date, this issue does not need to be completed or the initial request has been within drawn (based on other communication channels outside the Problem Report application (emails, phone calls, etc...)).

Number represents total number at each status.

# Attaching/Uploading Files to a Problem Report

## Introduction

If you have any supporting documentation that would be helpful in resolving the problem report issue or request you have submitted, you can use the Attach Files function within Problem Reports to upload your files to the submitted problem report. A copy of the source file is stored on the KDADS file servers.

The Attach Files region does not appear until after you have submitted your problem report.

**Your Problem Report has been posted to the KDOA Help Desk (785-296-4987).**

Status ☒ Posted ☐ Assigned ☐ Analysis (Being Reviewed) ☐ Pending  
☐ Completed ☐ Archived

Date Of Report 08/05/2014 \* Person Reporting TRAINING FOUR Request# 1997  
Email KAMISII@KDADS.KS.GOV Phone 785.296.4987 Issue Type Data Change

\* Summary Service provided billing - no funding/service in drop-down lists  
Detailed Description Trying to do 225 billing and the funding/service info is not showing up:  
Mo/Yr: July 2014  
Provider: ABC Home Care  
Funding: SCA  
Service: ATCR  
☐ Email\* ☐ Phone call ☐ Fax ☐ In Person ☐ Do not notify  
☐ Sent ☒ Viewed

Created By TRAINING04 On 2015/02/25@10:37:26  
Modified By TRAINING04 On 2015/02/25@11:29:09

### Attach Files

#### To Attach / Upload File:

**Steps to Upload a File:**  
Browse to the file location by clicking on the "Browse..." button  
Uploaded source file name can not contain any special characters. (except dash, underscore, slash, or period)  
Type a unique name in the "Document" field for easy identification.  
Click the "Upload or Delete File" button.

Source file  
 Browse...

File size limited to 100mb!

Document (short descriptive name):  Upload or Delete File

Go

No data found.

**To Delete a File:**  
Only the person who uploaded the file can delete the file.  
Click on the checkbox next to the file to be deleted.  
Click on the "Upload or Delete File" button.

Continued on next page

## Attaching/Uploading Files to a Problem Report, continued

### Requirements

There are specific rules that must be followed in the naming of the source file that will be uploaded to KDADS servers. If necessary, rename the source file before you attempt to upload it.

The source file name can *only* contain the following characters:

- Alpha-numeric characters (A-Z and 0-9)
- The following special characters: dash ( - ), underscore ( \_ ), slash ( / ), and period ( . )

### How to

Follow the steps in the table below to upload a file to your submitted problem report.

Step	Action	Result
1.	From the Print View of the submitted problem report, locate the Attach Files region and click on the <b>Browse...</b> button.	The 'Choose File to Upload' dialog box displays.
2.	Navigate to the location on your computer or agency network where the file is located.	The desired file name appears in the file list window. Note: Your window may look different based on the Windows file view option you have selected.

**Attach Files**

**To Attach / Upload File:**

**Steps to Upload a File:**  
Browse to the file location by clicking on the "Browse..." button  
Uploaded source file name can not contain any special characters. (except dash, underscore, slash, or period)  
Type a unique name in the "Document" field for easy identification.  
Click the "Upload or Delete File" button.

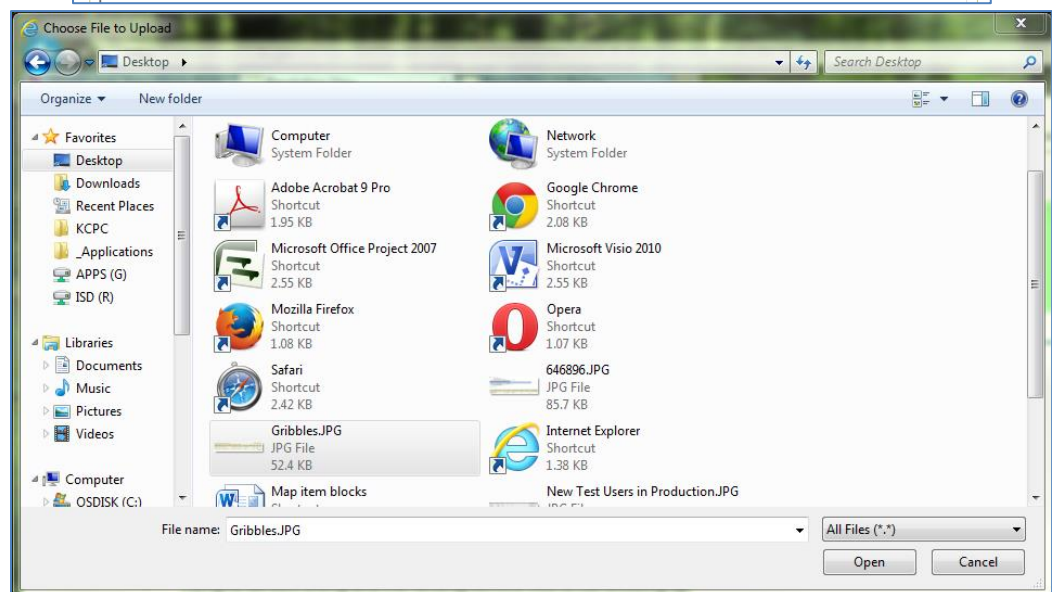
**To Delete a File:**  
Only the person who uploaded the file can delete the file.  
Click on the checkbox next to the file to be deleted.  
Click on the "Upload or Delete File" button.

Source file  **Browse...**

File size limited to 100mb!

Document (short descriptive name):  **Upload or Delete File**

No data found.



Continued on next page



## Attaching/Uploading Files to a Problem Report, continued

### How to

*continued*

Step	Action	Result
3.	Click on the file you want to upload	The file is highlighted.
4.	Click on the Open button	The file name appears in the Source file field
5.	Enter a short descriptive name in the <b>Document</b> field	There are no character type limitations for this document name.
6.	Click on the <b>Upload or Delete File</b> button	The source file is uploaded to the KDADS file server, and is attached to the problem report. A link to the uploaded file, along with other information about the file, displays in a table.

**Attach Files**

**To Attach / Upload File:**



**Steps to Upload a File:**  
Browse to the file location by clicking on the "Browse..." button  
Uploaded source file name can not contain any special characters. (except dash, underscore, slash, or period)  
Type a unique name in the "Document" field for easy identification.  
Click the "Upload or Delete File" button.

**To Delete a File:**  
Only the person who uploaded the file can delete the file.  
Click on the checkbox next to the file to be deleted.  
Click on the "Upload or Delete File" button.

Source file  
C:\Users\jobauer\Desktop\Gribbles.JPG  
File size limited to 100mb!

Document (short descriptive name): Gribble search results

Upload or Delete File



  

No data found.

Source file  
  
File size limited to 100mb!

Document (short descriptive name):

Upload or Delete File

Delete	Name	File Name	Doc Size	Add Dt	Add User	Application
<input type="checkbox"/>	Gribbles.JPG	Gribble search results	53683	02/25/2015 04:43:35 pm	TRAINING04	Problem_Reports

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## Attaching/Uploading Files to a Problem Report, continued

### Important Note

If the source file you are trying to upload contains invalid special characters in the file name, you will receive a message stating the file has been deleted when you attempt to upload the file. The file will not be uploaded and you will need to rename the source file before attempting to upload it again.

The screenshot shows a web interface for uploading files. At the top, it says "To Attach / Upload File:". Below this, there are two columns of instructions. The left column, "Steps to Upload a File:", includes: "Browse to the file location by clicking on the 'Browse...' button", "Uploaded source file name can not contain any special characters. (except dash, underscore, slash, or period)", "Type a unique name in the 'Document' field for easy identification.", and "Click the 'Upload or Delete File' button.". The right column, "To Delete a File:", includes: "Only the person who uploaded the file can delete the file.", "Click on the checkbox next to the file to be deleted.", and "Click on the 'Upload or Delete File' button.". In the center, there is a file list table. The first row is highlighted in red and contains the text: "Source file", "F6783/K#20035789.JPG", "DELETED UPLOADED IN:", and "02/26/2015 09:29:43". A red box is drawn around this row, and a red arrow points from a text box to it. The text box says "Invalid source file name (# used in file name)". Below the table, there is a "Browse..." button. At the bottom, there is a "Document (short descriptive name):" field with the text "Bad source file name" and an "Upload or Delete File" button.

**To Attach / Upload File:**

**Steps to Upload a File:**  
Browse to the file location by clicking on the "Browse..." button  
Uploaded source file name can not contain any special characters. (except dash, underscore, slash, or period)  
Type a unique name in the "Document" field for easy identification.  
Click the "Upload or Delete File" button.

**To Delete a File:**  
Only the person who uploaded the file can delete the file.  
Click on the checkbox next to the file to be deleted.  
Click on the "Upload or Delete File" button.

Source file
F6783/K#20035789.JPG DELETED UPLOADED IN: 02/26/2015 09:29:43

File size limited to 100mb!

Document (short descriptive name):

### View or Delete the Attached File

After you have attached a file to a problem report, you can view it to confirm it uploaded successfully and is accessible.

If you discover you uploaded the wrong file, or you decide you do not need the file for the problem report, you can delete it.

Step	Action	Result
1.	To view the uploaded file, click on the file name link in the attached files table.	Depending on your browser settings and the type of file that was uploaded, the file will open in a browser window or tab, or in the application it was created in. You may also be prompted to either Open or Save the file. Choose Open.
2.	To delete the uploaded file from the problem report, click on the <b>check box</b> under the <u>Delete</u> column in the attached files table. Click on the <b>Upload or Delete File</b> button.	The file is deleted from the problem report.  <u>NOTE:</u> Only the user that uploaded the file (the name in the <u>Add User</u> column) can delete the file.

### Upload Multiple Files

You can upload multiple files to a single problem report. Repeat steps 1-6 above for each file to be uploaded.

When all files are uploaded and you are done with the problem report, simply click on one of the Problem Report tabs to go to that page, or close the Problem Reports window to exit out of Problem Reports completely.

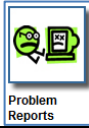
# Checking the Status of a Problem Report

## Introduction

Use the 'Your Problem Reports' tab to check the status of a problem report you have submitted.

## How to

Follow the steps in the table below to check the status of a problem report.

Step	Action	Result
1.	Login to KDADS Web Applications	The Web Applications Home Page displays
2.	Click on the Problem Reports button: 	The Problem Reports application opens in a new window, on the default 'Post a Problem Report' tab.
3.	Click on the <b>Your Problem Reports</b> tab	The page displays, with a list of all problem reports you have submitted.
4.	Review the list to find the problem report you are looking for.	Locate the desired problem report.
5.	Once you know the status, you can filter the list for just that status by using the Problem Report Status radio buttons at the top of the page.	If you have a large number of problem reports, this will make the list more manageable.

## Problem Report Status and Upload Files Region

As long as your problem report is in 'Posted' status, you can still upload additional files using the Attach Files feature. However, once the problem report has been viewed by the KDADS Help Desk and assigned to someone, the status will change and the Attach Files region is closed.

If you need to upload additional files to a problem report that is no longer in Posted status, contact the KDADS Help Desk (email [KDADS.Helpdesk@ks.gov](mailto:KDADS.Helpdesk@ks.gov) or call 785.296.4987) and request the problem report be reset to Posted status.

## Status Definitions

The definitions of the problem report statuses are located at the bottom of the **Your Problem Reports** page.

The number located to the left of each definition indicates how many problem reports of that status are currently in the system. The number accounts for all web applications users' submissions.

Status Definitions	
Definitions of Problem Report Status:	
6	<b>Posted</b> = Request was posted by user or added to system by Help Desk (based on phone call, email, in-person meeting or other communications channel).
563	<b>Assigned</b> = Help Desk has review the request and assigned the problem to a specific support area (or staff) for review and resolution. Activity on this issue by the group/person assigned can vary based on other concurrent priority task assignments and resource availability.
402	<b>Analysis</b> (Being Reviewed) = Issue is being reviewed, analyzed, and a solution is being developed. Activity on this issue by the group/person assigned can vary based on other concurrent priority task assignments and resource availability.
462	<b>Pending</b> = Issue has been initially reviewed and a determination was made, based on information at hand, to postpone working on this issue until other information is made available and/or when resources become available and/or this issue becomes a priority project.
19945	<b>Completed</b> = The issue has been resolved and the user notified of the resolution. An email is sent to the email address noted with the issue to alert them of this event (from within the Problem Report application).
4905	<b>Archived</b> = Based on information known to date, this issue does not need to be completed or the initial request has been within drawn (based on other communication channels outside the Problem Report application (emails, phone calls, etc....)).
Number represents total number at each status.	

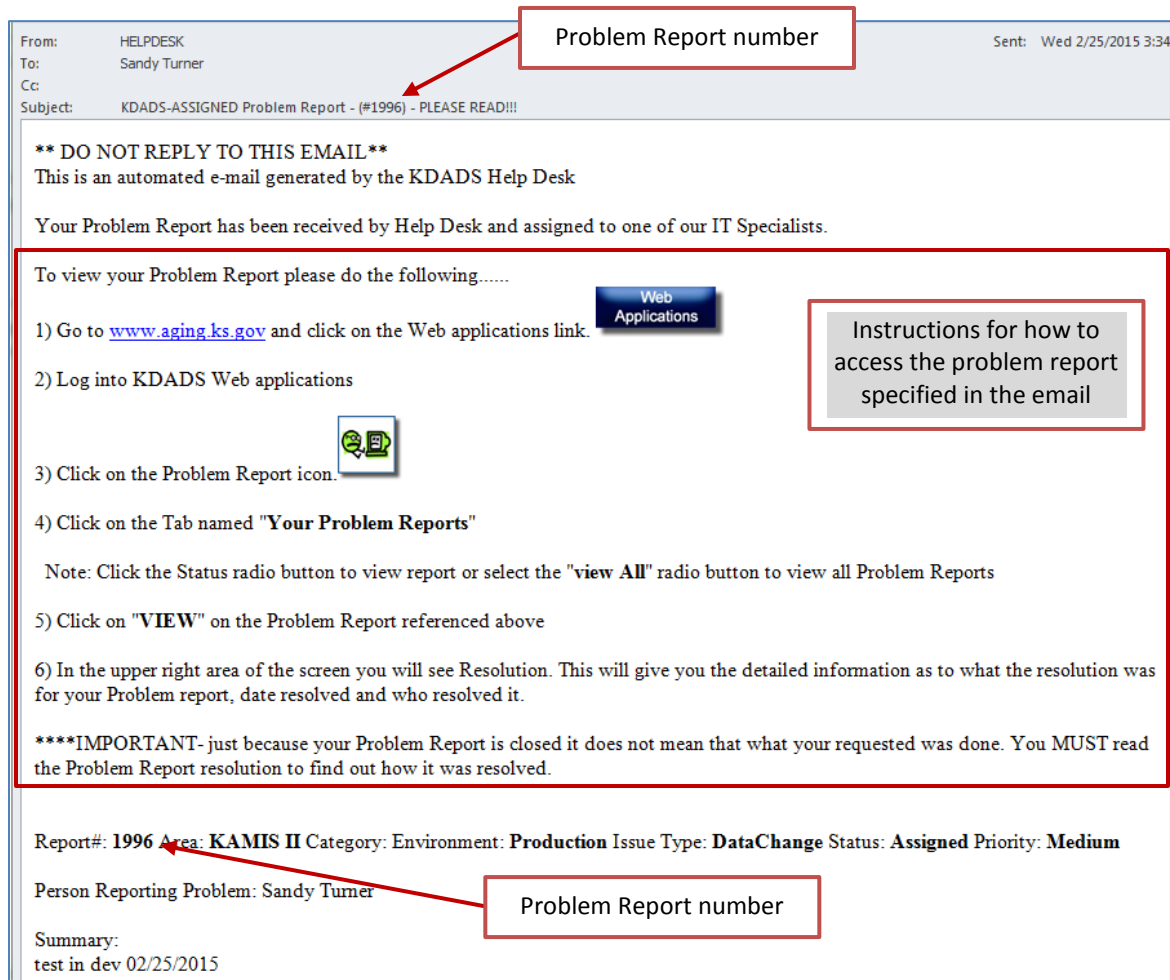
## Completed Problem Reports - Notification

### Overview

When a problem report has been completed, an email is sent to the email address provided in the problem report. In order to review the problem report and see the resolution, you must follow the instructions provided in the email.

### Sample Email – Completed Problem Report

This is an example of a 'Completed Problem Report' email. Make note of the problem report number so you know which one to look up in your Completed Problem Reports list (covered in next section).



### Important

If you do not look at the resolution before revisiting the environment you submitted about, and you find that you are still having the same issue, it is imperative that you follow the instructions to read the problem report resolution (detailed steps in next section). Do not just submit another problem report saying the problem was not resolved.

## Completed Problem Reports – Viewing Resolution

### Completed Problem Report Resolution

Once you receive an email notifying you of a completed problem report, you should open the problem report to view the resolution. If the issue is resolved by providing instructions to the user, it is imperative that you read the resolution.

### How to

Follow the steps in the table below to read the resolution of a completed problem report.

Step	Action	Result
1.	Login to KDADS Web Applications	The Web Applications Home Page displays
2.	Click on the Problem Reports button	The Problem Reports application opens in a new window, on the default 'Post a Problem Report' tab.
3.	Click on the <b>Your Problem Reports</b> tab	The page displays, with a list of all problem reports you have submitted.
4.	Click on the <b>Completed</b> status radio button.	The list displays only your Completed problem reports.

TRAINING04 [KDQA] [ ]

Post a Problem Report Your Problem Reports

Problem Report Status

☐ View All (default)
 ☐ Posted
 ☐ Assigned
 ☐ Analysis (Being Reviewed)
 ☐ Pending
 ☒ Completed
 ☐ Archived

Your Completed Problem Report(s) - Click "View" to see details

View	d	Dateofreport	Posted by	Status	Area	Category	Issue Type	Notify	Viewed	Summary (first 200 characters)	PSA	Organization
View	1997	08/05/2014	TRAINING FOUR	Completed	KAMIS II Billing	DataChange	Sent	03/02/2015	Service provided billing - no funding/service in drop-down lists	4	Community Services and Programs	
View	1998	02/26/2015	TRAINING FOUR	Completed	KAMIS II form-FAI	DataChange	Viewed	03/02/2015	Delete FAI (wrong waiver selected)	4	Community Services and Programs	

row(s) 1 - 2 of 2

This list contains those Problem Reports that were identified as being reported under your name.

When a Problem Report is completed and you have indicated that you wish to have an email notification, an email will be sent, but it will not contain the Summary, Description of the request, and Resolution information. You must use the Problem Report system to view this information. This allows us to keep the information contained within the Problem Report in a secured environment.

Status Definitions

Definitions of Problem Report Status:

13 **Posted** = Request was posted by user or added to system by Help Desk (based on phone call, email, in-person meeting or other communications channel).

5 **Assigned** = Help Desk has review the request and assigned the problem to a specific support area (or staff) for review and resolution. Activity on this issue by the group/person assigned can vary based on other concurrent priority task assignments and resource availability.

0 **Analysis (Being Reviewed)** = Issue is being reviewed, analyzed, and a solution is being developed. Activity on this issue by the group/person assigned can vary based on other concurrent priority task assignments and resource availability.

2 **Pending** = Issue has been initially reviewed and a determination was made, based on information at hand, to postpone working on this issue until other information is made available and/or when resources become available and/or this issue becomes a priority project.

10 **Completed** = The issue has been resolved and the user notified of the resolution. An email is sent to the email address noted with the issue to alert them of this event (from within the Problem Report application).

1 **Archived** = Based on information known to date, this issue does not need to be completed or the initial request has been within drawn (based on other communication channels outside the Problem Report application (emails, phone calls, etc....)).

Number represents total number at each status.

5.	Click on the 'View!' link of the problem report to read the resolution.	The problem report opens in Print View.
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Continued on next page

## Completed Problem Reports – Viewing Resolution, continued

**How to** *continued*

Step	Action	Result
6.	Read the resolution provided.	The Resolution region of the problem report also includes the date it was resolved, who the problem report was assigned to, and who provided the resolution for the issue.

TRAINING04 [KDOA] [ ]

**Your Problem Report has been posted to the KDOA Help Desk (785-296-4987).**

Status: ☐ Posted ☐ Assigned ☐ Analysis (Being Reviewed) ☐ Pending ☒ Completed ☐ Archived

Date Of Report: 08/05/2014 Person Reporting: TRAINING FOUR Request#: 1997  
 Email: JO.BAUER@KDADS.KS.GOV Phone: 785.296.4987 Issue Type: Data Change

\* Summary: Service provided billing - no funding/service in drop-down lists

Detailed Description: Trying to do 225 billing and the funding/service info is not showing up:  
 Mo/Yr: July 2014  
 Provider: ABC Home Care  
 Funding: SCA  
 Service: ATCR

☐ Email\* ☐ Phone call ☐ Fax ☐ In Person ☐ Do not notify  
☐ Sent ☒ Viewed

Created By: TRAINING04 On 2015/02/25@10:37:26  
 Modified By: TRAINING04 On 2015/03/02@10:20:11

**Attach Files**

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**Resolution** You do not have an Approved Budget for SCA. You or whoever in your organization does this, will need to go to the Budget in KAMIS, and create an approved budget for SCA funding, starting 07/01/2014.

Date Resolved: 03/02/2015  
 Release  
 Assigned to: JOBAUER  
 Resolved by: JOBAUER

**Status Definitions**

Definitions of Problem Report Status:

**Posted** = Request was posted by user or added to system by Help Desk (based on phone call, email, in-person meeting or other communications channel).

**Assigned** = Help Desk has reviewed the request and assigned the problem to a specific support area (or staff) for review and resolution.

**Analysis (Being Reviewed)** = Issue is being reviewed, analyzed, and a solution is being developed. Activity on this issue by the group/person assigned can vary based on other concurrent priority task assignments and resource availability.

**Pending** = Issue has been initially reviewed and a determination was made, based on information at hand, to postpone working on this issue until other information is made available and/or when resources become available and/or this issue becomes a priority project.

**Completed** = The issue has been resolved and the user notified of the resolution.

**Read the resolution here**

### Note

To exit out of the problem report print view, click on either navigation tab ('Post a Problem Report' or 'Your Problem Reports') to go to the desired page, or close the Problem Reports browser window or tab to exit out of Problem Reports completely.